



## QUALITY POLICY

### MISSION

The fundamental principle of our company is the satisfaction of our customers and of all other stakeholders, which we aim to achieve through high-precision material-removal machining works.

Over the years we have invested in increasingly advanced and sophisticated machinery and tools, thus permitting us to guarantee quality standards to our customers that many of our competitors cannot offer.

The diversity of the market and the ever-increasing number of customers we have acquired over time now requires a “slim” organisation to ensure we stay flexible and are always ready to meet the needs of clients, who often require early deliveries or particularly urgent orders.

We believe that a company's potential directly depends upon the contribution made by its employees and we therefore aim to maintain staff relationships that are as far as possible co-operative and based upon mutual trust.

Each of our employees is a major asset for us and the commitment, willingness and professionalism shown make up the added value of our company.

### AIMS

- To achieve a reduction in operating costs through better use of company resources such as equipment, facilities, materials and human resources;
- To periodically establish goals for improvement;
- To assess and periodically review the risks and opportunities for the company;
- To constantly monitor the expectations and degree of satisfaction of customers and other stakeholders;
- To carry out work in accordance with the provisions of Legislative Decree 81/08 and the current environmental regulations.

The Management of C.L.M. Costruzioni Lavorazioni Meccaniche S.r.l. will be responsible for disseminating and supporting the Quality Policy with the appropriate means and resources.

Bolzano, 18 April 2018

The Management